

Position Description

Program Manager

Location:	Rockhampton	Reports To:	Director Family Support Services Northern
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 8	PD Date:	October 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

About the program

Intensive Family Support (IFS) services combine a lead case management model with a collaborative coaching approach to assist vulnerable families to build their capacity to safely care for and protect their children. The purpose of IFS is to build practical skills, resilience and independence in families where referred concerns include parenting challenges, substance use, domestic and family violence

(DFV), significant trauma history, or factors relating to disability or mental health. The IFS program takes a child-centred and family-focused approach to working with families, predominantly within their home environment.

About the position

The Program Manager is responsible for all aspects of managing the program, including oversight of the budget, providing practice supervision to all team members, ensuring quality of service provision, and building the reputation of the service through local networks.

Key responsibilities

- Support IFS team members to deliver high quality client outcomes within a performance planning and development culture.
- Meet regularly with other internal managers to increase consistency in process and practice across all Act for Kids IFS programs.
- Oversee and manage risk for children and families working with the IFS service.
- Ensure team members are up to date with all mandatory internal and external training requirements, taking primary responsibility for the implementation of the shared practice framework and needs assessment processes.
- Oversee the professional practice of IFS practitioners, supporting the team to work in a collaborative manner to meet client needs.
- Ensure that team members are trained in and implementing the Strengthening Families Protecting Children Framework for Practice, and the Safe and Together practice framework.
- Ensure individual and group learning and development opportunities are provided, through the provision of PASE supervision, group supervision and case review processes.
- Actively participate in the Local Level Alliance, other sector meetings and local community events to develop integrated service delivery for families.
- Develop, implement and review innovative programs to meet client needs.
- Interpret financials and report findings, oversee budgets and approve expenditure in accordance with the delegation of authority policy.
- Promote and comply with best practice Workplace Health and Safety, Property, Compliance and Risk Management guidelines.
- Maintain your professional skills and participate in professional development activities.
- Keep effective, timely and up-to-date internal and external data records and databases.
- Assist the Director Family Support Services to compile monthly and quarterly reports in compliance with service agreement and Act for Kids' requirements.

General responsibilities

- Work in accordance with all Act for Kids policies, procedures and organisational requirements.
- Demonstrate a strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in line with relevant child safe principles, standards and legislation.
- Identify, report and respond to child safeguarding risks in accordance with organisational policies, legal obligations and established risk management practices.
- Comply with work health and safety legislation, policies and procedures, take reasonable care for your own health, safety and wellbeing and that of others, and report hazards, incidents and injuries as soon as practicable.
- Engage actively in regular supervision and the Individual Development Plan (IDP) process, contributing to continuous learning and professional growth.
- Maintain confidentiality and privacy in all matters relating to children, families, team members and organisational information.
- Undertake other duties reasonably requested by your manager, consistent with the responsibilities of the role.

- Contribute as a client and customer-focused, values-based team member who works collaboratively to achieve positive outcomes across Act for Kids.
- Model Act for Kids' values in all workplace interactions by being *professional, ethical, caring, courageous, collaborative* and *team* oriented.

About you

Qualifications

- Tertiary degree in a relevant discipline (allied health, social work, human services).
- Professional registration (if required).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least five (5) years' experience managing a multidisciplinary team in a similar environment.
- Highly developed knowledge of child protection issues and the child protection sector in Queensland.
- Experience and capacity to foster and maintain good working relationships with key stakeholders and the community.
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- A high level ability to lead and build a strong, cohesive team in alignment with Act for Kids' values.
- Highly developed communication, problem solving and teamwork skills.
- The ability to engage in wellbeing resilience and to effectively deal with conflict in a calm and non-judgmental manner.
- Excellent time management and organisational skills.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.